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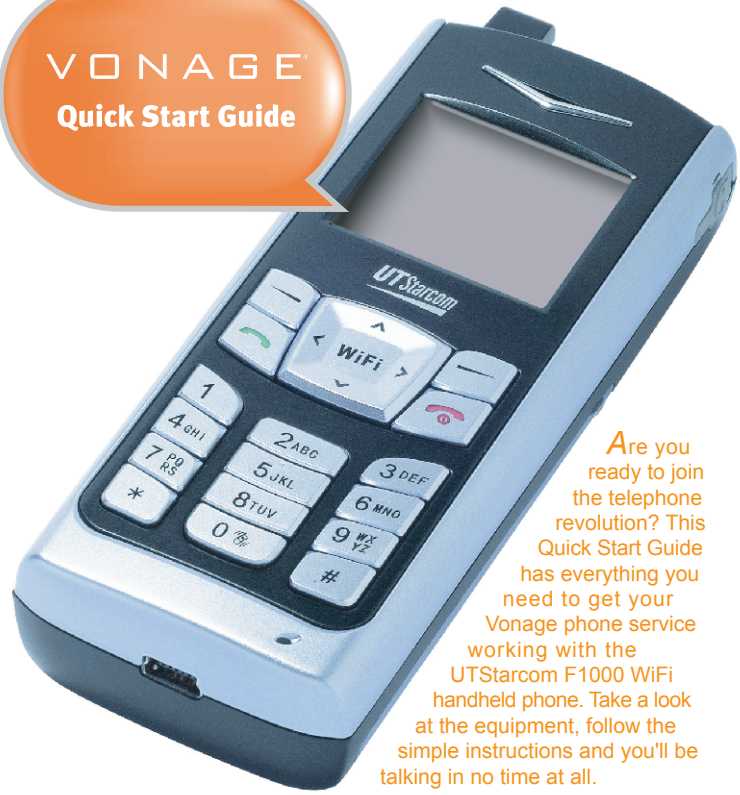
UTStarcom

# F1000 Series

VONAGE

## Quick Start Guide



Are you ready to join the telephone revolution? This Quick Start Guide has everything you need to get your Vonage phone service working with the UTStarcom F1000 WiFi handheld phone. Take a look at the equipment, follow the simple instructions and you'll be talking in no time at all.

## Getting to know your F1000 Handset

## Your handset's keys and navigation

| Key | Function |
|---|---|
| | Perform the function shown in the soft key function display area directly above the soft key. |
| | Make or receive a call; access the Dialed Log in standby mode. |
| | Switch the phone on and off, end a call, or return to standby mode. |
| 0 – 9 | Enter numbers and characters. |
| * | Key in "*" or change the text input method. |
| # | Key in "#" or pause symbol "P" (by pressing and holding the key), or lock the keypad. |
| WiFi | Scroll through menu lists and move the cursor. |
| WiFi | Scroll up and access the Received Log. |
| WiFi | Scroll down and access the Missed Log. |
| WiFi | Access the custom functions menu. |
| WiFi | Access the current profile menu. |

## How do I...

Many of these operations need to be performed while in standby mode (when ***Menu*** is the left soft key function). When the phone is idle, it enters Screen Saver mode (Clock displayed). To return to standby mode, press .

You can make a call and use speed dial from either mode.

| | |
|---|---|
| Turn phone on/off | Press and hold . |
| Make a call | Key in the phone number and press . |
| Answer a call | Press (***Answer***) or . |
| End a call | Press (***Hangup***) or . |
| Reject a call | Press (***Hangup***) or .The call will go to voice mail. |
| Clear a keypad entry | Press (***Clear***) . |
| Use speed dial | Press and hold the speed dial key to display the phone number, and then press . |
| Adjust listening volume | While on a call, press . |
| Access menu options | Press (***Menu***) to access the main menu. Press to reach the desired submenu/option, and then press (***Ok***). |





## How do I...

| | |
|---|---|
| Adjust ring volume | Press . Scroll to ***Ring Volume*** and press (***Ok***). Scroll to ***High*** or ***Low*** and press (***Ok***). |
| Turn Vibration on/off | Press and hold until the indicator appears/disappears. |
| Set Time Zone and DST | Press (***Menu***). Scroll to Tools and press (***Ok***). Scroll to ***Time Zone*** or ***DST Setting*** and press (***Ok***). Scroll to the desired option and press (***Ok***). The phone's date and time is provided by the network. |
| Lock/Unlock keypad | Press and hold until the indicator appears/disappears. |

***WARNING****: Prior to placing or receiving calls, the WiFi phone must be connected to a Wireless Access Point and registered with the Vonage Network. If you purchased this WiFi phone from a retail store, you need to activate your device at* ***www.vonage.com/activate****. See Section 3, "Connecting to a Wireless Network" for detailed instructions.*

***IMPORTANT 911 SERVICE INFORMATION****: Our 911 offering is different from that offered by traditional telephone companies; please visit the Features section of our website,* ***www.vonage.com****, to learn more about it.*

## How do I...

| | |
|---|---|
| ***Phonebook options:*** | Under the ***Phonebook*** submenu: |
| Add a contact | Select ***Add Entry***; follow screen prompts. |
| Delete a contact | Select ***Delete Entry***; follow screen prompts. |
| Edit a contact | Select ***Search***; scroll to name; press (***Details***); press (***Option***); select ***Edit***; follow screen prompts. |
| Search phonebook | Select ***Search***; key in the first letter(s) of the name; press to scroll. |
| Assign a speed dial key | Contact name must already be in the Phonebook. Select ***Speed Dial***; press to get to the desired key (1-9); press (***Set***); scroll to the desired name; press (***Ok***). |
| ***Call Log options:*** | Under the ***Call Log*** submenu: |
| View missed call log | Select ***Missed Log***. Press to browse. |
| View received call log | Select ***Received Log***. Press to browse. |
| View outgoing call log | Select ***Dialed Log***. Press to browse. |





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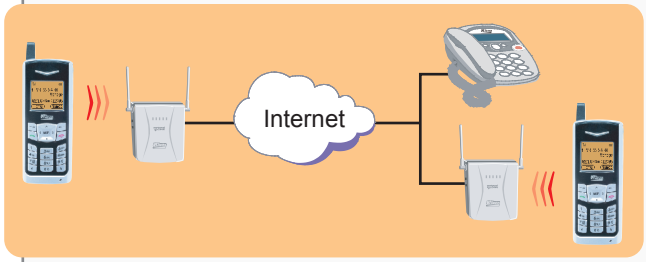
# 1 Overview

The UTStarcom F1000 Handheld is a wireless Voice over IP (VoIP) telephone that, when coupled with Vonage VoIP phone service, combines the benefits of Internet telephone service, with mobility. This guide covers how to configure and use your F1000 to make VoIP phone calls via Vonage service. You can make and receive calls as long as you are within range of a wireless access point. See the F1000 Handbook for more information on all features.

***Note:*** *Before using your F1000 Handheld, you should have high-speed Internet access, a wireless router, and a Vonage phone account set up.*

***HELPFUL HINT****: If you purchased this WiFi phone from a retail store, you need to activate your device at* ***www.vonage.com/activate****.*








# 2 Insert the Battery

***IMPORTANT:*** *Use ONLY the UTStarcom rechargeable battery supplied with your new phone!*

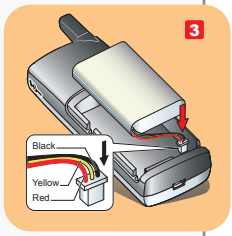
1. Remove battery from packaging.

2. Remove the battery cover. With the back of the phone facing you, press the battery cover release button and lift the cover off in the direction of the arrow.

3. Install the battery. Connect the cord of the new battery by firmly inserting the connector into its place. Do not reverse the connector.

4. Replace the battery cover until it clicks into place.

*The F1000 comes partially charged, so the phone can be used immediately. Please refer to the "Charge the Battery" section of the F1000 Handbook for instructions on fully charging the battery.*



# 3 Connecting to a Wireless Network

Your F1000 WiFi phone has been preconfigured to provide Vonage service via any available open wireless Access Point (AP) connected to the Internet. If you want to use a specific AP or your AP is protected by encrypted access, refer to Section 3.2.

### 3.1 Connecting to Open Access Points

When you turn on the F1000, it searches for available APs, selects the AP with the best signal and attempts to connect to it. You will see the message "Connecting to APname" while the phone is attempting to connect.

***Note:*** *When the F1000 is used for the first time, and has successfully connected to an AP, it will need to be provisioned. Please refer to Section 4.*

Once connected (and provisioned if this is the first time you are using your F1000), you will see the message "Registering via APname". When the Vonage screen appears displaying your phone number, you are ready to make and receive calls.

***Note:*** *If the WiFi phone cannot connect to an AP, it will keep searching and wear down your battery. Verify Open AP availability. If not found, turn off the phone until you are within range of an Access Point.*





# 3 Connecting to a Wireless Network

### 3.2 Connecting to Protected or Specific Access Points

Before connecting to a protected or specific AP, you must define it to the F1000. You can define a maximum of four APs. Typically you would define frequently used APs such as that of your home router. Defined APs can be open (available for use by anyone) or protected (available for use by authorized users only).

Protected APs require use of an encryption code for access. The F1000 supports WEP or WPA-PSK encryption codes. If your home wireless router was installed with a WEP or WPA-PSK (Pre-Shared Key), use it when defining the SSID to your F1000. If you are defining a corporate AP, obtain the WEP or WPA-PSK from the AP administrator.

Once APs are saved, the F1000 first tries to connect to one of the defined APs and if none are available, it looks for an open AP to use for your call. Refer to Section 3.3 for directions on how to find and save APs.

You will see the message "Connecting to APname" while the phone is attempting to connect.

***Note:*** *When the F1000 is used for the first time, and has successfully connected to an AP, it will need to be provisioned. Please refer to Section 4.*

# 3 Connecting to a Wireless Network

Once connected (and provisioned if this is the first time you are using your F1000), you will see the message "Registering via APname". When the Vonage screen appears displaying your phone number, you are ready to make and receive calls.

***Note:*** *If the WiFi phone cannot connect to an AP, it will keep searching and wear down your battery. Verify Open AP availability. If not found, turn off the phone until you are within range of an Access Point.*

### 3.3 Finding and Saving the Access Point

APs can be defined and saved automatically using the Net Search feature if APs have broadcast turned on. If the desired AP has broadcast turned off, the AP can be entered directly through a series of keystrokes on your handset.

#### *3.3.1 Using Net Search*

***Note:*** *You must be within range of the AP when using Net Search to define it to the F1000.*

1. There are two ways to initiate Net Search:
   - Press (***Search***) while the F1000 is automatically scanning for an AP (when the phone is first turned on).

   Or,
   - Use the menus to initiate Net Search:
     Press (***Menu***); press to scroll to ***WiFi-Settings*** and press (***Ok***); press to scroll to ***Net Search*** and press (***Ok***).



# 3 Connecting to a Wireless Network

Available SSIDs are displayed. Those with no lock next to the name are open APs; those with a lock are protected APs and you will need to supply their WEP keys or WPA-PSKs to access them.

2. Press to scroll to the desired SSID and press (***Save***). Press to reach the desired AP profile and press (***Save***) to save the SSID.
3. With the ***Security Mode*** option highlighted, press (***Ok***). Select from **Open AP**, ***WEP Key*** and ***WPA-PSK*** according to the AP's authentication mode.
4. If ***WEP Key*** or ***WPA-PSK*** is selected, the phone will directly access the ***WEP KEY Info*** or ***WPA-PSK Info*** option. Follow the prompt to set the option:
   - ***WEP KEY Info***: Select ***64bit*** or ***128bit*** to specify the encryption method that was used to create the WEP; enter the WEP key and press (***Ok***). To set the WEP key authentication method and index, select ***Auth Method*** and ***WEP Key Index***.
   - ***WPA-PSK Info***: Enter the WPA-PSK key and press (***Ok***).

#### *3.3.2 Entering SSIDs Directly*

1. Press (***Menu***); press to scroll to ***WiFi-Settings*** and press (***Ok***); press to scroll to ***WiFi Config*** and press (***Ok***); press to scroll to ***AP Profile*** and press (***Ok***).
2. Press to reach the desired AP profile and press (***Ok***). With the ***SSID*** option highlighted, press (***Ok***).
3. Enter the desired AP's SSID and press (***Ok***).
4. Follow steps 3-4 specified in Section 3.3.1.

### 3.4 Tips for Alphanumeric Entry

You can enter alpha and numeric values, such as a WEP Key, using the F1000 phone keys.

A shaded character (**A** or **1**) appears under the entry line. **A** indicates Alpha entry; **1** indicates numeric entry. Press * to switch between **A** and **1**.

For numeric entry, press the desired key once. For alpha entry, rapidly press a key to toggle through the letters assigned to that key. For example, 2ABC enters a, b, c, A, B, and C. Rapidly press 2ABC to toggle through the entries. Therefore, to enter B, rapidly press 2ABC five times.

Pause between key presses to enter the next character in the string. For example, to enter the string "ab", press 2ABC once, pause then rapidly press 2ABC twice.

If you want to change something previously entered, press (***Clear***) to delete the character to the left of the cursor; press and hold (***Clear***) to delete all characters. Press WiFi to move the cursor position in the string.





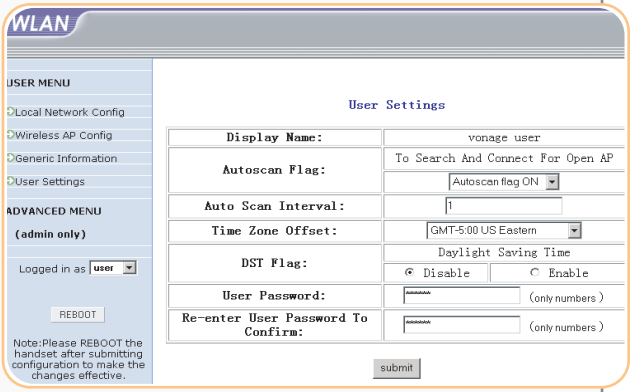
3 Connecting to a Wireless Network

### 3.5 Web Configuration

A PC browser can be used as an alternative to configuring the SSID/Encryption key information via the handset. Ensure that the PC is connected to the same AP as the F1000 phone.

Enter the phone's IP address in the address bar of the PC's web browser and press <Enter>. Follow screen prompts to enter the user name ("user") and password (the phone's security code), and then click <OK>. Select the desired item from the left pane and configure the corresponding parameters. Click <submit> and then click <REBOOT> to initiate and save the configurations.

Refer to the "Web Configuration" section of the F1000 Handbook for detailed information.



## 4 Initial Provisioning of F1000 WiFi Phone

If you are using the phone for the first time, once the phone has connected to the Internet successfully via the Access Point, the F1000 will need to be provisioned with the latest configuration and software. This process is automatic and will take several minutes to complete. During this time, several status messages such as downloading, decompressing will be displayed on the phone's display. Once complete, the phone will power off.

Turn on the F1000 phone. The phone will use the same process as previously described for connecting to Access Points.

## 5 Troubleshooting

These are the most common problems and solutions that come up when starting to use the F1000 WiFi Phone with Vonage service. If you are having trouble placing a phone call, go through this checklist until your problem is solved:

- **I cannot make a phone call:**

  - Is the phone connected to an AP and registered with the Vonage network?

    If so, you will see the standby screen displaying your phone number and Vonage logo. Key in the phone number to call and press .





## 5 Troubleshooting

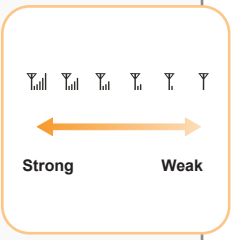
If the phone hasn't connected to an AP, refer to Section 3.1 ("Connecting to Open Access Points") and Section 3.2 ("Connecting to Protected or Specific Access Points") for advice.

If the phone has connected to an AP, but hasn't registered with the Vonage Network, the following message will appear "No Service Try Another AP. This may indicate connection to an AP for which there is no Internet, or possibly an AP that has filtering. Try connecting to another AP.

- If you purchased this WiFi phone from a retail store, you need to activate your device at ***www.vonage.com/activate***.

- Is there sufficient signal strength?

  Check the Signal Bars in the top left corner of the display. Move closer to AP for better signal strength.




- Is the Keypad locked? If so, unlock by pressing and holding # until the indicator disappears.

- **The phone cannot be switched on:**

  - Press and make sure you hold it down for more than 2 seconds.

  - If it still doesn't switch on, check your battery. Refer to Section 2, "Insert the Battery", and if necessary, charge the battery.

# 5 Troubleshooting

- **My F1000 phone's time is off by one hour:**
  Check your Time Zone and Daylight Saving Time settings. Refer to "Set Time Zone and DST" in the "How do I..." section.

- **How do I know what my IP address and Mac Address is?**

  Access the ***Network Information*** option: Press (***Menu***); press to scroll to ***WiFi-Settings*** and press (***Ok***); press to scroll to ***Network Parameter*** and press (***Ok***). Press to scroll to ***Network Information*** and press (***Ok***).

- **Net Search didn't find my AP:**
  Make sure SSID broadcasting is enabled on your AP.

For more troubleshooting help, visit ***www.vonage.com/help***.

***HELPFUL HINT****: Your WiFi phone's Local Log function provides the phone's status information. The troubleshooting help website may ask you to refer to this information while analyzing the problem. Press (**Menu**); press to reach **MISC** and press (**Ok**); press to scroll to **Local Log** and press (**Ok**). The phone's status information will be displayed.*



# 5 Troubleshooting

- **Volume is too low or too loud on a call:**
  During a call, adjust the volume using .

- **I am using a headset/earpiece, but I can't seem to hear the conversation or it is distorted:**

  Make sure your headset/earpiece has a round 2.5mm 3 conductor plug (4 silver sections with 3 black rings) as used by the F1000.

- **I'd like to use a different ring tone:**

  Several ring tone choices are available under ***Profiles***: Press to quickly access the menu of the current profile. Press to scroll to ***Ring Tone*** and press (***Ok***). Press to reach the desired ring tone option and press (***Ok***).

- **I'd like to use a different standby screen picture:**

  Several choices are available under ***Scheme***: Press (***Menu***); press to scroll to ***Settings*** and press (***Ok***); press to scroll to ***Scheme*** and press (***Ok***).